

**Message: RE: Duplicate Client**


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**✉ RE: Duplicate Client**

**From** Kraft, Emily  
**To** 'Carrie Hoelscher'  
**Cc**

**Date** Monday, April 10, 2017 1:24 PM

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 **image001.jpg** (3 Kb HTML)  **image002.png** (7 Kb HTML)

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Hi Carrie – ITSD confirmed they would be doing it on their end. I have let them know the appropriate SSN.

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**From:** Carrie Hoelscher [<mailto:carrie@allianceforlifemissouri.com>]  
**Sent:** Thursday, April 06, 2017 9:46 AM  
**To:** Kraft, Emily  
**Subject:** FW: Duplicate Client

FYI – when ITSD confirms how to go about deleting the duplicate record, the record with the SSN beginning in [REDACTED] is the one that needs to be deleted.

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**From:** Carrie Hoelscher [<mailto:carrie@allianceforlifemissouri.com>]  
**Sent:** Tuesday, April 4, 2017 1:50 PM  
**To:** 'Kraft, Emily' <[Emily.Kraft@oa.mo.gov](mailto:Emily.Kraft@oa.mo.gov)>  
**Subject:** RE: Duplicate Client

Thank you! I will have FWC double check and make sure the record they want to keep has the correct SSN.

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**From:** Kraft, Emily [<mailto:Emily.Kraft@oa.mo.gov>]  
**Sent:** Tuesday, April 4, 2017 12:01 PM  
**To:** 'Carrie Hoelscher' <[carrie@allianceforlifemissouri.com](mailto:carrie@allianceforlifemissouri.com)>  
**Subject:** RE: Duplicate Client

Hi Carrie –

[REDACTED] had two different SSNs entered, once with the first digits of [REDACTED] and the other with [REDACTED]. I'd prefer for that record to be deleted in its entirety, since it will throw off our total number of clients served, but I will have to discuss with ITSD on how to best do that.

Yes, inactive clients continue to show up because their forms are still viewable. I think at one time there was discussion about a toggle filter for inactive clients, so unless it was selected, you would only see active clients, but I will have to check with ITSD on how easily/quickly that can be done. I will keep that on the "wish list" in the meantime.

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**From:** Carrie Hoelscher [<mailto:carrie@allianceforlifemissouri.com>]  
**Sent:** Tuesday, April 04, 2017 9:17 AM

**To:** Kraft, Emily  
**Subject:** Duplicate Client

Good Morning Emily,

Free Women's Center contacted me to tell me that [REDACTED] was entered into the database twice and requested we delete the one that does not have the monthly client form attached to it. I'm not sure how they were able to enter her a second time because her SSN should have been flagged as already being enrolled, correct? I can only see the last 4 digits of her SSN, but they have assured me that they entered the whole number both times. Can you check that on your end, as well as, check to see if the same number was entered both times? If so, I guess we should probably check to see why the database allowed her to be entered twice.

In regards to deleting the duplicate entry, I don't think we can do that anymore, can we? Do they need to discharge the duplicate?

I have another question that is kind of along the same line that my subcontractors have been asking me about. When they discharge a client, that client still shows up in all of their client drop down menus. I'm guessing that's because all of her forms remain viewable. They're concern/annoyance, is that over time, their client menus are going to be VERY lengthy and contain clients that have not been active for months or even years. Is there any possibility in the future to either be able to choose if you want to see active or inactive clients on the client menus, or to view inactive clients through a different option on the "Client" tab?

Thank you again for your help!

*Carrie*

Carrie Hoelscher  
A2A Program Manager



Email 1

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